



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of January 10, 2014 through January 16, 2014

Total Calls Handled – 2917 **Total Chats Handled 76**
Total Service Requests – 655 **Total Text Handled 1**

Telephone Wrap-up Data *At the end of each call the 311 staff selects the appropriate Category/Department for the call. The table reflects the activity for the past week.*

Weekly Telephone Wrap Up Data	
Category/Department	Total
Administrative Services -Parking	357
Administrative Services -Finance	85
Administrative Services -HR	83
Administrative Services - Other	257
Call Transfer	160
City Manager's Office	72
ComDev / Economic Development	28
ComDev/ Bldg Inspections	140
ComDev / Housing Rehab	10
ComDev / Planning/Zoning	14
Directions	3
Evanston Township	52
Fire Life Safety	53
PublicStuff Request	284
Health	133
Information	398
Law	10
Library	2
Mayor's Office	8
Other	19
Other – Social Services	6
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	31
Parks – Other	3
Parks/Recreation	71
Parks – Forestry	46
Parks- Recreation Programs	20
Police	145
Public Works / Fleet	2
Public Works / Street Sanitation	209
Public Works / Engineering	14
Utilities – Power	13
Utilities – Sewer	7
Utilities – Water	170
TOTAL	2917

Top 5 Service Requests**Total**

Most requested service requests (Source: Gov QA- Open/Closed)

1. Building Permit Inspection Request	61
2. Broken Parking Meter	61
3. Trash – Missed Garbage Pick-up	44
4. Trash Cart – Missing/Replacement	38
5. Trash – Special Pick-up	30